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Pipeline

Contact Centre as a Service Platform licencing

STUDENT LOANS COMPANY

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-072554

Procurement identifier (OCID): ocds-h6vhtk-05de15

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Scope

Reference

3-09

Description

Provision of a Contact Centre as a Service Platform/Product and associated licencing.

Capabilities to include voice, omni-channel connectivity to Salesforce, AI and automation.

Total value (estimated)

- £9,000,000 excluding VAT
- £10,800,000 including VAT

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- 3 years

Main category

Goods

CPV classifications

- 48510000 - Communication software package

Contract locations

- UK - United Kingdom

Procedure

Procedure type

Award under framework

Above or below total value threshold

Above or equal to threshold

Contracting authority

STUDENT LOANS COMPANY

- Companies House: 02401034
- Public Procurement Organisation Number: PMXL-3278-BCWT

Memphis Building Lingfield Point

Darlington

DL1 1RW

United Kingdom

Email: commercial_governance@slc.co.uk

Region: UKC13 - Darlington

Organisation type: Public authority - central government